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ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

The Foundation level is the entry level qualification which offers a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

This course provides a practical understanding of ITIL key concepts, principles, processes, and functions and prepares students to pass the ITIL Foundation exam.



## ITIL FOUNDATION Information Technology Infrastructure Library Service Management

**Code:** ED19B08

**Duration:** 21 hours

**Start Date:** Monday, 11/11/2019

**Audience Profile:**

This course is for all IT service personnel, within an Organization.

Participants could be:

- IT technicians
- IT Managers
- Network administrators/engineers
- Security administrators/engineers
- Developers

**Training Language:** Greek

**Training Materials:** Courseware in the English Language

**Course Objectives:**

At course completion the participants will gain knowledge on:

- The ITIL Processes and (1) Function within ITIL
- A thorough understanding of the Goals and definitions for each process.
- The roles, responsibilities, and activities for each process
- The relationship of each ITIL process

The programmes\* have been approved by the HRDA. Enterprises participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.



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## ITIL FOUNDATION Information Technology Infrastructure Library Service Management

**Venue:** EDITC Conference Center,  
16 Imvrou Street,  
1055 Nicosia, Cyprus

### Participation Cost

Cost includes official book, certificate and coffee breaks and lunch breaks.

### Dates and Times:

Dates	Times
Monday, 11/11/2019	8.15 - 16.00
Wednesday, 13/11/2019	8.15 - 16.00
Monday, 18/11/2019	8.15 - 16.00

	Total Cost	HRDA Subsidy	Net Cost
For participants entitled the HRDA subsidy	€650.00	€357.00	€293.00
For Unemployed or participants not entitled the HRDA subsidy	Please contact us		

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## ITIL FOUNDATION Information Technology Infrastructure Library Service Management



### **An Introduction to the ITIL 4 Framework**

#### **Learning Objectives**

This introductory module gives a complete overview of the ITIL 4 Framework, the evolution of ITIL 4 and best practices, and an introduction to the ITIL 4 certification structure.

The areas covered include:

- Introduction to ITIL 4
- ITIL 4 Evolution
- ITIL 4 Best Practices
- ITIL 4 Certification Scheme
- ITIL v3 and ITIL 4
- Purpose of the ITIL Foundation Qualification
- Who Benefits from the Course
- Case Study

### **The Key Concepts of Service Management**

#### **Learning Objectives**

This module will introduce you to the key concepts and terminology of ITIL. The concepts are relevant for all services and service relationships, regardless of their nature and underpinning technology. The concepts include:

- The nature of value and value co-creation
- Organizations, service providers, service consumers and other stakeholders
- Products and services
- Service relationships
- Value: outcomes, costs and risks

You will then learn how they can be used to address real-world IT service management challenges.

- Chapter 1: Key Definitions
- Chapter 2: Creating Value with Services
- Chapter 3: Key Concepts of Service Relationships
- Quiz & Assignment

### **The Guiding Principles**

#### **Learning Objectives**

'Guiding principles' are recommendations which can guide organizations in any given circumstance, regardless of any changes made to its goals, strategies, type of work or management structure.

ITIL's guiding principles form the core messages of the framework, as well as ITSM in general. They are designed to support successful actions and good decisions, and can even help users

to adapt ITIL to suit their own circumstances.

Many of ITIL 4's guiding principles reflect those found in other frameworks, standards and methodologies. These include Lean, Agile, COBIT and DevOps. This allows organizations to easily integrate ITIL 4 into their current service management approach.

These principles are applicable to virtually any initiative or stakeholder group relationship. Most importantly, ITIL's guiding principles encourage and support organizations in pursuing continual improvement at all levels.

The ITIL 4 Guiding Principles include:

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

This module will introduce you to ITIL's Guiding Principles, as well as their purpose, flexibility and relationship with other standards and frameworks.

### **The Four Dimensions of Service Management**

#### **Learning Objectives**

The four dimensions of service management offered by ITIL 4 provide a holistic view of the different constraints, resource types and other points of focus which must be considered when designing, managing or operating an organization.

They include:

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

By approaching any problems and developments from the perspective of each dimension individually, organizations can ensure that their Service Value System (SVS) is both balanced and effective.

This module will provide you with a clear understanding of the four dimensions of service management outlined in the ITIL 4 syllabus, and how they enable a holistic approach to ITSM.

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## ITIL FOUNDATION Information Technology Infrastructure Library Service Management



### Service Value System (SVS)

#### Learning Objectives

The ITIL 4 SVS describes the different inputs (opportunity and demand), elements (organizational governance, service management, continual improvement and an organization's capabilities and resources) and outputs (achievement of organizational objectives and resultant value for the organization and its stakeholders) of effective service management.

The ITIL SVS includes:

- The guiding principles
- Governance
- Service value chain
- Practices
- Continual improvement

In this module, you will examine how these factors work together within a system in order to create value for connected organizations, as well as their customers and other stakeholders.

### The Service Value Chain

#### Learning Objectives

The ITIL Service Value Chain (SVC) is a core component of the SVS. IT offers an operating model for creating, delivering and continually improving services. It consists of six activities which can be combined in a number of different ways to create flexible value streams. The SVS can also accommodate different approaches, including DevOps.

This flexibility enables users to adapt services in order to meet changing demands as effectively and efficiently as possible. SVS activities are supported by ITIL practices, creating a highly versatile tool for ITSM.

This module will introduce you to the SVS and how it can be used and adapted to manage different products and services.

### Practice: Purpose and Key Terms

#### Learning Objectives

This module covers the 18 ITIL 4 Practices. Students will learn the purpose and description of activities for each practice, as well as their place in the Service Value Chain.

The 18 ITIL 4 practices include:

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management

- Availability Management
- Capacity and Performance Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring and Event Management
- Problem Management
- Release Management
- Service Configuration Management
- Service Continuity Management
- Service Desk
- Service Level Management
- Service Request Management
- Deployment Management

The syllabus requires that students be able to recall the purpose of each practice. We will go into more detail on the 7 most essential practices in the next module.

### Understanding the 7 ITIL Practices

#### Learning Objectives

The 7 ITIL practices can be used to support multiple service value chain activities. Together, they offer practitioners a versatile yet highly comprehensive toolset for approaching ITSM. They include:

- Chapter 1: Continual Improvement
- Chapter 2: Change Control
- Chapter 3: Incident Management
- Chapter 4: Problem Management
- Chapter 5: Service Request Management
- Chapter 6: The Service Desk
- Chapter 7: Service Level Management
- Quiz & Assignment

This module will provide you with a clear understanding of the 7 ITIL practices, their importance and their relationship the ITIL Service Value Chain.

### Practice exam

#### Learning Objectives

These practice exams are designed to simulate the conditions that students will face when taking the official ITIL 4 Foundation examination. It will be well worth testing your knowledge on ITIL 4 before booking your exam, as it will give you the chance to highlight and revise any modules which you have



## Registration Form

**Seminar Code: ED19B08 – Title: ITIL: Foundations in Information Technology Infrastructure Library**

**Start Date: 11/11/2019**

### A. Organization's details (if applicable)

Company/Organization:		Size:	<input type="checkbox"/> Small	<input type="checkbox"/> Medium	<input type="checkbox"/> Large
Economic Activity:		Telephone:		Fax:	
Address:		Postal Code:			
Person responsible for the registration:		Email:			
		Direct Telephone:			

### B. Participant's details (1)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating in the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)				
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				
<input type="checkbox"/> They will participate to the seminar more than one participants ( <i>In this case please fill in the second page as well</i> )				

### C. Participation Cost

#### **PARTICIPATION IN THE SEMINAR IS PREPAID (at least three days before the start of the seminar)**

Please invoice  The participant  The company Credit Customer Number (if applicable):

For participants entitled the Human Resources Development Authority subsidy (HRDA): € 293

For participants **not entitled** the Human Resources Development Authority subsidy (HRDA): € 650

Cheques must be issued to **EDITC Ltd** and payment can be made directly through deposit to the account of the company

**Account Name:** EDITC LTD  
**IBAN:** CY19 0050 0115 0001 1501 0686 9601

**Account Number:** 115-01-068696-01  
**SWIFT/BIC:** HEBACY2N

### D. Terms and conditions for participation on EDITC seminars

- The company accepts registrations for participation in the seminars at least 5 working days prior to the start of the seminar. EDITC does not commit to accept any registrations received in less than 5 working days before the start of the training program.
- Written cancellations received 5 working days before the start of the training program are accepted and in the case where a payment has been made by the client, the full amount is reimbursed to the client. Cancellations that do not meet the above term are invoiced. The client may replace the participant (s) provided that they meet the criteria for participation on this program.
- The company has the right to cancel or postpone a training program up to one day before the start date of the program. All prepayments are returned to clients.
- All registrations are strictly prepaid except credit customers. EDITC will not allow the entry of participants in the class unless their financial obligations have been settled.
- EDITC will inform the client upon receipt of the application form. Written confirmation for the implementation of the training program will be sent within 3-5 days before the start date of the seminar. In exceptional cases written confirmation may be sent one day before the start of the program. **Participants are encouraged to contact the company in case they did not receive the confirmation.**
- Participants with less than 75% attendance cannot be subsidized by the HRDA and in this case the participants (or their company) will have to pay the amount of the subsidy (in addition to their own payment amount).
- In case of subsidized programs by the HRDA all the required forms of HRDA must be sent to EDITC before the start of the training program. EDITC will not allow the entry of participants in the class unless the HRDA forms have been submitted to EDITC.
- Certificates of participation will be given to participants after the completion of the course provided that their financial obligations and obligations regarding HRDA forms are settled. Otherwise certificates will be mailed as soon as the above obligations are settled.

**We agree with the above terms and conditions**

Signature:

Date:

Stamp (in case of company):



## Registration Form

### B. Participant's Details (2)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (3)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (4)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (5)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

**We agree with the above terms and conditions**

Signature:

Date:

Stamp (in case of company):